

Attorney's Docket No. 9259-2

D.J.  
#2 4-3-02  
IDS w/References  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Lester et al.

Serial No.: To Be Assigned

Filed: Concurrently Herewith

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT  
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT  
CONVERSATIONS



Date: February 15, 2002

BOX PATENT APPLICATION  
Commissioner for Patents  
Washington, DC 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Attached is a list of documents on form PTO-1449 together with a copy of each identified document. It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.97 and Section 609 of the MPEP. The Commissioner is hereby authorized to charge any additional fee, which may be required, or credit any refund, to our Deposit Account No. 50-0220.

Respectfully submitted,

A handwritten signature in cursive script that reads "D. Scott Moore".

D. Scott Moore  
Registration No. 42,011

Customer Number:



20792

PATENT TRADEMARK OFFICE

CERTIFICATE OF EXPRESS MAILING

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BOX PATENT APPLICATION, Commissioner for Patents, Washington, DC 20231.

A handwritten signature in cursive script that reads "Traci A. Brown".

Traci A. Brown

Substitute form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(use as many sheets as necessary)</i>				<b>Complete if Known</b>	
		Application Number	To Be Assigned		
		Filing Date	Concurrently Herewith		
		First Named Inventor	Lester et al.		
		Group Art Unit			
		Examiner Name			
Sheet	1	of	1	Attorney Docket Number	9259-2

JC996 U.S. PRO  
 10/076963  
 03/15/02

#### U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No.	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code (if known)			
	1	5,983,190		Trower, II et al.	11/9/99	
	2	6,031,549		Hayes-Roth	2/29/00	
	3	6,052,679		Aparicio, IV et al.	4/18/00	
	4	6,064,968		Schanz	5/16/00	
	5	6,070,149		Tavor et al.	5/30/00	

#### FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No.	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T
		Office	Number	Kind Code (if known)				

#### OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T

Examiner Signature	Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.